

JOB DESCRIPTION

JOB TITLE: Counselor / Advocate		FLSA STATUS: Non-Exempt
SUPERVISOR: As directed	PAY GRADE: 04	SUPERVISOR RESPONSIBILITIES: No

ESSENTIAL DUTIES:

1. Receives domestic violence hotline calls, conducts confidential shelter and legal intakes and relocation applications, provides advocacy, support, and options counseling; including after-hours emergency and shelter services.
2. Provides legal advocacy in civil and criminal court proceedings; ensures Crime Victims Compensation referrals.
3. Conducts support and educational group services.
4. Provides system advocacy.
5. Conducts JARS training for staff and volunteers.
6. Conducts community awareness, outreach, and educational activities; travel is required.
7. Conducts volunteer recruitment, training, and utilization; assists with recognition.
8. Creates accurate, organized, timely, and legible files and documentation.
9. Ensures data is accurately collected, recorded, and reported.
10. Maintains comprehensive knowledge of community resources; provides information, referrals, and conducts follow-up.
11. Ensures shelters contain the supplies necessary to support consumer needs.
12. Performs interior and exterior facility maintenance including cleaning, painting, mowing grass, shoveling snow, etc.
13. Identifies and reports all potential risks and conflicts to supervisor within 24 hours; recommends solutions; assists with mitigating risks.
14. Coordinates work related activities with other staff and offices.

QUALIFICATIONS:

Special Licenses, Traits, Skills and/or Certifications: Enthusiastic, self-starter, quick learner; resourceful and innovative; problem solver; detail oriented; organized; capable of independent work; must demonstrate common sense and excellent listening, communication, and interpersonal skills. Must have completed or be able to complete the Pennsylvania Coalition Against Domestic Violence (PCADV) 45 hour Domestic Violence Direct Service Provider Training.

Education and/or Experience: Bachelor's degree and one year related experience; or an equivalent combination of education and experience.

Computer Skills: To perform this job successfully the following computer skills are required: Computer Literate, including the Windows Operating System and Microsoft Word, Outlook, Excel, PowerPoint, Publisher, Internet Explorer; and data entry.

PHYSICAL DEMANDS: The physical demands described are required to successfully perform the essential duties of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties.

- While performing the duties of this job, the employee is frequently required to stand, sit, talk, hear, walk; use hands to finger, handle, or feel; reach with hands and arms; climb or balance; and stoop, kneel, crouch, or crawl. The employee is occasionally required to smell.
- The employee must occasionally lift and/or move up to 50 lbs.

- Specific vision abilities required by this job include close vision, color vision, distance vision, peripheral vision, depth perception, and ability to adjust focus.

WORK ENVIRONMENT: The work environment characteristics described are representative of those encountered while performing the essential duties of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties.

- While performing the duties of this job, the employee is occasionally exposed to wet or humid conditions (non-weather), moving mechanical parts, outdoor weather conditions, and risk of electrical shock.
- The noise level in the work environment is usually moderate.

WORK CONDITIONS: The work conditions for this job are:

- Access to reliable transportation and travel are required to perform essential duties. Obtains and maintains the required motor vehicle liability insurance requirements and an acceptable motor vehicle record.
- Maintains an acceptable child abuse history clearance, acceptable criminal record report, any other acceptable clearance required, and negative drug and alcohol screenings.
- Community Action, Inc. maintains an at-will policy of employment that means employment and compensation may be terminated with or without cause and with or without notice at any time at the option of either Community Action, Inc. or the employee.

The statements contained herein describe the scope of the responsibility and essential duties of this position, but should not be considered to be an all-inclusive listing of work requirements. Individuals may perform other duties as assigned including work in other areas to cover absences or relief to equalize peak work periods or otherwise balance the workload.

I CERTIFY I HAVE READ THIS JOB DESCRIPTION; IT HAS BEEN EXPLAINED TO ME, AND I UNDERSTAND MY DUTIES AND RESPONSIBILITIES. I UNDERSTAND COMMUNITY ACTION, INC. MAINTAINS AN AT-WILL POLICY OF EMPLOYMENT WHICH MEANS EMPLOYMENT AND COMPENSATION MAY BE TERMINATED WITH OR WITHOUT CAUSE AND WITH OR WITHOUT NOTICE AT ANY TIME AT THE OPTION OF EITHER COMMUNITY ACTION, INC. OR ME AS AN EMPLOYEE.

Employee Signature

Date

Immediate Supervisor Signature

Date

JOB DESCRIPTION

JOB TITLE: Case Manager		FLSA STATUS: Non-Exempt
SUPERVISOR: As directed	PAY GRADE: 04	SUPERVISOR RESPONSIBILITIES: No

ESSENTIAL DUTIES:

1. Responsible for case management including: recruitment, assessment, eligibility testing, goal planning, referrals, follow-up, and case documentation; home visits may be required.
2. Develops and maintains comprehensive knowledge of community resources and provides information and referrals.
3. Encourages and mentors consumers and assist them overcome barriers and obtain applicable services and support necessary to achieve their planned goals.
4. Maintains knowledge of the local job market and job openings to assist consumers to obtain and maintain employment.
5. Recognizes consumer's achievements; submits success stories.
6. Ensures consumer and service data is accurately collected, recorded, and reported within required timelines.
7. Coordinates and conducts public presentations and community outreach.
8. Learns and consistently applies service rules and regulations; obtains and maintains required training and certifications.
9. Identifies and reports risks to supervisor; assists with risk mitigation.
10. Attends trainings and meetings; travel required.

QUALIFICATIONS:

Special Licenses, Traits, Skills and/or Certifications: Enthusiastic, self-starter, quick learner; analytical thinker; problem solver; resourceful and innovative; detail oriented; organized; capable of independent work; must demonstrate common sense; and excellent listening, communication, and interpersonal skills.

Education and/or Experience: Bachelor's degree and one year related experience; or an equivalent combination of education and experience.

Computer Skills: To perform this job successfully the following computer skills and knowledge are required: Computer Literate, including the Windows Operating System and Microsoft Word, Excel, PowerPoint, Outlook, Internet Explorer; and data entry.

PHYSICAL DEMANDS: The physical demands described are required to successfully perform the essential duties of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties.

- While performing the duties of this job, the employee is frequently required to stand, sit, talk, hear, walk; use hands to finger, handle, or feel; reach with hands and arms; climb or balance; and stoop, kneel, crouch, or crawl. The employee is occasionally required to smell.
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Employee Signature

Date

Immediate Supervisor Signature

Date